

Minutes for BRS-USSU-Transit meeting
Monday, 20 January 2020 @ 2:30-3:30pm

Location: Committee Room B at City Hall

Present: Cory Shrigley, Allison Gray from Transit; Peter Gallén, Robert Clipperton, Bob Eaton, Louis Mayrand from BRS.

MEETING ADMINISTRATION

- 1) Allison was appointed Chair of this meeting, while Peter will provide the minutes.

USSU ITEMS

- 2) USSU was not present at this meeting.

TRANSIT ITEMS

- 3) Update on current Transit initiatives:
 - a. Pilot Route along 'cultural corridor' (see December minutes):
 - i. The tentative name of the pilot route may still change.
 - ii. Engagement with stakeholders has gone well; one more consultation to take place before marketing of the pilot route starts in February.
 - b. Since the University is a complex institution, separate communication channels have been required to reach administration, faculty, student union, students, staff, etc. In this regard a meeting with the University had been scheduled for the upcoming Friday to simplify the process.
 - c. On-Demand Transit Service:
 - i. Pantonium is a 3rd party vendor that specializes in on-demand software services.
 - ii. Pantonium will go live in Regina on 27 April 2020.
 - iii. Pantonium is expected to go live in Saskatoon as well at a later date.

BRS ITEMS

- 4) Bus stop at Clinkskill Manor:
 - a. Transit has determined that a bus stop will be required long-term at this location;
 - b. Transit's planning engineer visited the site and determined that a bus stop shelter cannot be placed on available public land, but a shelter could be installed on adjacent private land with permission from the property owner, SaskHousing (SHA).
 - c. Transit is interested in installing a shelter if adequate space can be found and SHA is able to collaborate on a solution.
 - d. BRS provided Transit with relevant contact information to SHA in Saskatoon.
 - e. BRS noted that permission might also be required from Meewasin Valley Authority.
 - f. BRS wondered if the 19th Street BRT-station would be located at this same location. Transit replied that the location of this BRT stop/station has not yet been determined because the proposed bike lanes must also be taken into account.

- 5) Update on proposed expansion of Rosewood transit service:
 - a. Rosewood currently meets Tier 2 criteria and is forecast to meet Tier 3 criteria next year.
 - b. Since the necessary street network for an expanded transit route in Rosewood is not yet completed and improved service to Rosewood is subject to the availability of buses, an increase in service hours is being considered on the existing route starting in June 2020.
- 6) Buses leaving stops early:
 - a. BRS brought up complaints from their FB-page about buses repeatedly leaving the stop before the scheduled departure time.
 - b. Transit replied that methods are now in place through TransitMaster to track all bus departures; the 2019 data are the first reliable data that Transit has been able to compile in this regard.
 - c. In 2020, Transit intends to hone in on Operator behaviour and determine the reasons for early departures.
 - d. BRS reminded Transit to ensure that all intermediate times posted in the (paper) schedules also meet this rule.
- 7) Better info to riders
 - a. Change notifications: BRS requested better information to riders about upcoming changes in information that typically remains static. For example, recent changes to route departures at Transit Terminals have confused riders, because advance information on Transit's website was difficult to find and notices in Transit-App were inadequate. Bus route paper-schedules have also been updated (monthly) throughout the year without notifications to that effect. (Since riders carry around their most frequently used paper-schedules, it is cumbersome to have to check repeatedly throughout the year whether the date-of-issue has changed.)
 - b. Access Transit: BRS noted that current riders had been informed by mailed newsletter about major changes in Access Transit advance booking procedures, but the same information had not been prominently flagged on their website.
 - i. Transit also noted that the publishing frequency of Access Transit's newsletter will increase in 2020 from 1 annually in the past to 3 annual issues.
 - ii. Transit noted that the recent changes to the booking procedure included:
 1. Email bookings are no longer accepted, because they skewed fair access, but online bookings are encouraged.
 2. The advance booking window has been shortened to 3 days from the current 7 days. Although normal bookings will only be accepted within this 3-day window, bookings outside this narrow window are still possible with a subscription.
 - c. Transit's online Feedback Form:
 - i. Discussion about potential improvements ensued.
 - ii. Statistics by topic on rider feed-back will be published in Transit's 2019 Annual Report.

NEXT MEETING: Monday, 24 February 2020, 2:30 – 3:30 pm at City Hall (confirmed; note earlier start).